



M E M O R A N D U M

**To:** Peter Schiller, Cluster Manager  
Santa Rosa Workforce Service Office

**Date:** June 15, 2009

**File No.:** 74:ra:52

**From:** Ernesto Magaña  
Employment Development Department

**Subject: MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2008-2009  
SANTA ROSA WORKFORCE SERVICE OFFICE  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the results of the California Monitor Advocate Office's (MAO) Migrant and Seasonal Farmworkers (MSFWs) on-site annual review of the Santa Rosa Workforce Service (WS) office. Rosemary Avila, Associate Monitor Advocate, conducted this annual review from May 11, 2009 through May 12, 2009. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFWs.

The MAO conducted this annual on-site review under the authority of all related Federal Regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFWs.

We collected information for this report by examining the Santa Rosa WS office provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed the Santa Rosa WS office management and staff.

Mr. Peter Schiller  
May 29, 2009  
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Our annual monitoring review revealed the following finding:

**Finding:** The Memorandum of Understanding (MOU) between the EDD and One-Stop Career Center (OSCC) Operator expired on June 30, 2008.

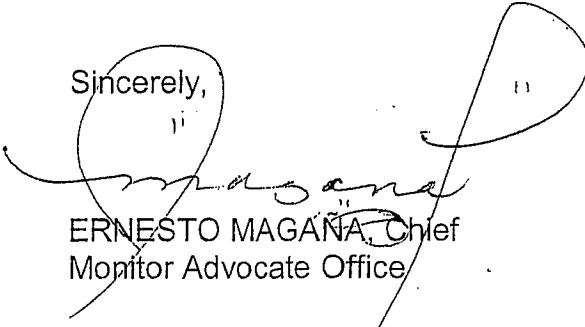
**Citation:** 20 CFR, Part 662.310 (c)

**Recommendation:** The MAO recommends that the Santa Rosa WS office execute an MOU with the OSCC operator and provide an updated copy to the MAO.

On May 28, 2009, we mailed you a Draft Monitoring Report providing you 14 days to submit your rebuttal to the findings we assessed, citations we referenced, and recommendations we offer for correction of the findings. Because we did not receive a response by June 10, 2009, we hereby release this as the final report.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Rosemary Avila at (916) 651-9460.

Sincerely,



ERNESTO MAGAÑA, Chief  
Monitor Advocate Office

cc: Debbie Antonsen, WS Site Manager  
Diane Ferrari, Division Chief